CountyCare Metrics
Prepared for: Cook County Health Board of Directors

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November 30, 2018

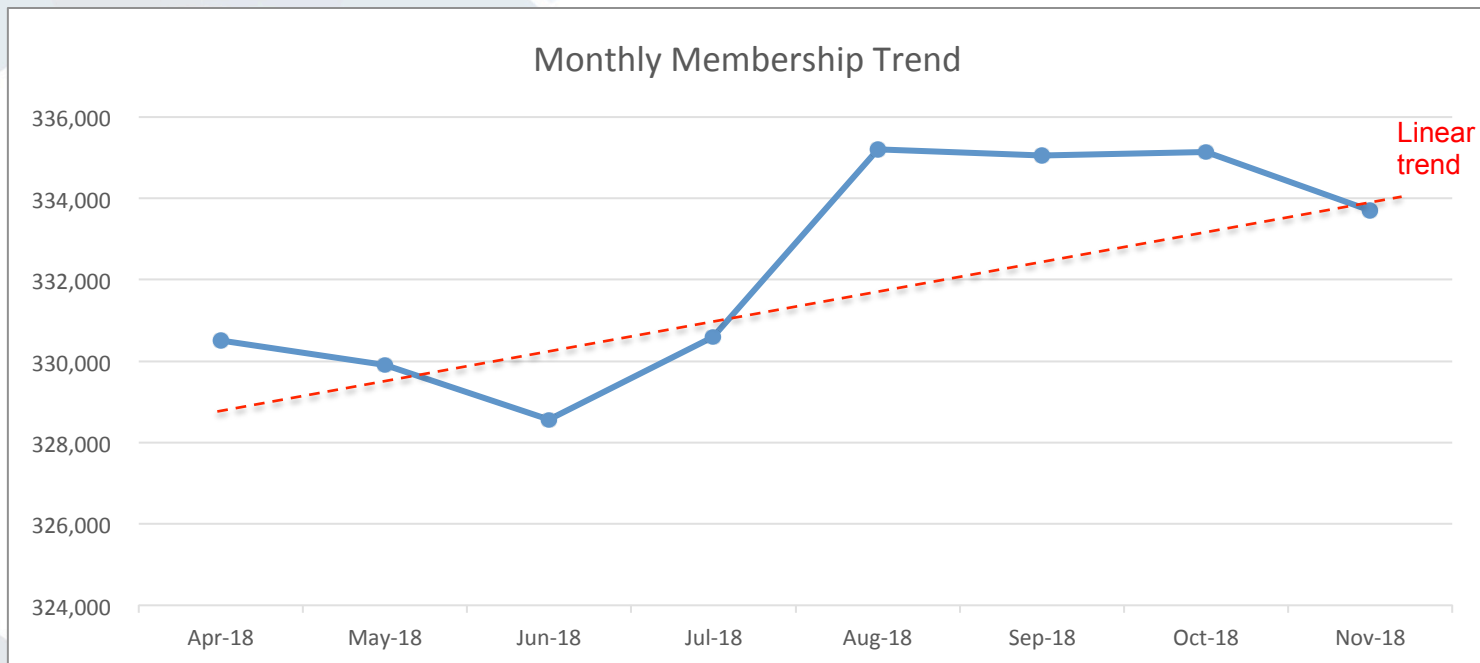# Current Membership

Monthly membership as of November 5, 2018

Category	Total Members	ACHN Members	% ACHN
FHP	222,560	24,610	11.1%
ACA	75,389	16,769	22.2%
ICP	30,190	6,820	22.6%
MLTSS	5,565	0	N/A
Total	**333,704**	**48,199**	**14.4%**

ACA: Affordable Care Act
FHP: Family Health Plan

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Monthly Membership Trend

Monthly Membership Trend

- 2018 membership target is 225,000
- 2019 membership target is 345,000

Managed Medicaid Market

Illinois Department of Healthcare and Family Services September Data

Managed Care Organization	Cook County Enrollment	Cook County Market Share	State Total Enrollment
*CountyCare	335,107	31.2%	335,107
Blue Cross Blue Shield	255,563	23.8%	415,887
Meridian (a WellCare Co.)	249,099	23.2%	855,358
IlliniCare	106,914	10.0%	342,427
Molina	69,644	6.5%	219,101
*Next Level	56,109	5.2%	56,109
Total	**1,072,436**	**100.0%**	**2,223,989**

* Only Operating in Cook County

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2018 Operations Metrics: Call Center & Encounter Rate

Key Metrics	State Goal	Performance		
		Jul	Aug	Sep
Member & Provider Services Call Center Metrics				
Abandonment Rate	< 5%	1.43%	3.72%	0.49%
Hold Time (minutes)	1:00	0:15	0:13	0:04
% Calls Answered < 30 seconds	> 80%	90.13%	88.40%	97.21%
Claims/Encounters Acceptance Rate	95%	96.14%	96.14%	97.87%

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2018 Operations Metrics: Claims Payment

Key Metrics	State Goal	Performance		
		Jul	Aug	Sep
Claims Payment Turnaround Time				
% of Clean Claims Adjudicated < 30 days	90%	94.6%	93.7%	94.0%
% of Claims Paid < 30 days	90%	50.0%	46.6%	79.2%

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2018 Operations Metrics: Overall Care Management Performance

Key Metrics	Market %	Performance		
		Jul	Aug	Sep
Completed HRS/HRA (all populations)				
Overall Performance	40%	51.8%	52.3%	52.7%
Completed Care Plans on High Risk Members				
Overall Performance	65%	75.0%	73.3%	64.3%

- CountyCare's high risk percentage exceeds the State's requirement of 2% for Family Health Plan and 5% for Integrated Care Program.